	Application No.	Applicant(s)
	00/699 420	OKACHI VIIII
Notice of Allowability	09/688,429 Examiner	OKACHI, YUJI Art Unit
	Datrica Mindon	2445
	Patrice Winder	2145
The MAILING DATE of this communication apperature of the property of the communication apperature of the definition of the MERITS IS herewith (or previously mailed), a Notice of Allowance (PTOL-85) NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIOF of the Office or upon petition by the applicant. See 37 CFR 1.313	(OR REMAINS) CLOSED in this a or other appropriate communication IGHTS. This application is subject	pplication. If not included on will be mailed in due course. <b>THIS</b>
1. This communication is responsive to <u>September 4, 2006</u> .		
2. The allowed claim(s) is/are 1,2,5-7,9-11,13,14,16 and 17.		
<ol> <li>Acknowledgment is made of a claim for foreign priority ur</li> <li>a) ☐ All b) ☐ Some* c) ☐ None of the:</li> </ol>		
<ol> <li>Certified copies of the priority documents have</li> </ol>		
Certified copies of the priority documents have been received in Application No		
<ol><li>Copies of the certified copies of the priority do</li></ol>	cuments have been received in this	s national stage application from the
International Bureau (PCT Rule 17.2(a)).		
* Certified copies not received:		
Applicant has THREE MONTHS FROM THE "MAILING DATE" noted below. Failure to timely comply will result in ABANDONN THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.		y complying with the requirements
4. A SUBSTITUTE OATH OR DECLARATION must be subm INFORMAL PATENT APPLICATION (PTO-152) which give		
5. CORRECTED DRAWINGS ( as "replacement sheets") mus	st be submitted.	
(a) $\square$ including changes required by the Notice of Draftspers	son's Patent Drawing Review ( PT0	D-948) attached
1) 🔲 hereto or 2) 🔲 to Paper No./Mail Date		
(b) ☐ including changes required by the attached Examiner's Paper No./Mail Date	s Amendment / Comment or in the	Office action of
identifying indicia such as the application number (see 37 CFR 1 each sheet. Replacement sheet(s) should be labeled as such in t		
6. DEPOSIT OF and/or INFORMATION about the depo attached Examiner's comment regarding REQUIREMENT		
Attachment(s)  1. Notice of References Cited (PTO-892)	5. ☐ Notice of Informal	Patent Application
2. ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)	6. Interview Summar	• •
3. Information Disclosure Statements (PTO/SB/08),	Paper No./Mail D 7.  Examiner's Amend	ate dment/Comment
Paper No./Mail Date  4. Examiner's Comment Regarding Requirement for Deposit		nent of Reasons for Allowance
of Biological Material		
	9.	James J. Winder
		PATRICE WINDER PRIMARY EXAMINER

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## Drawings

1. The drawings were received on October 16, 2000. These drawings are accepted by the Examiner.

## Allowable Subject Matter

- 2. Claims 1-2, 5-7, 9-11, 13-14, 16-17 are allowed.
- 3. The following is an examiner's statement of reasons for allowance: Claims 1-2, 5-7, 9-11, 13-14, and 16-17 are allowable over the prior art of record. The prior art of record fails to teach or suggest an information processing system for replying to customer inquiries as recited in Applicant's claims and as argued in the remarks filed on September 4, 2006. The prior art of record fails to teach or suggest an information processing system for replying to customer inquiries as recited in the claim language including when a customer inquiry is already stored but the solution for said inquiry is not stored in a past and new inquiry storage, the reply priority for the customer inquiry is revised to be higher value and thus revised reply priority is transferred to another reply system together with said customer inquiry.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

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## Conclusion

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Patrice Winder whose telephone number is 571-272-3935. The examiner can normally be reached on Monday-Friday, 10:30 am-7:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jason Cardone can be reached on 571-272-3933. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 57(1-272-1000).

Patrice L. Winder
Primary Examiner
Art Unit 2145

November 9, 2005